

Community Pharmacy Humber

Newsletter

Jan-Mar 2020

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PQS - Claim window now open

You can now submit your declaration for the Pharmacy Quality Scheme


Before you submit your claim:

1. Check you still meet the gateway criteria - See link to dataset report below.

Please Note: If your pharmacy is showing as not having met the Advanced Services or NHSmail gateway criteria (but did meet the NHS website gateway criterion by 30th November 2019), then please take corrective action asap to ensure you meet these gateway criteria by the day of the declaration.

2. Check you have the evidence to support your claim - View the PQS evidence checklist on link below.

Then submit your declaration via the Manage Your Service (MYS) portal by **11.59pm on 28th February 2020.**



**Claim by:
28th FEB 2020**

Resources

- **View NHSBSA Declaration data:** <https://psnc.us7.list-manage.com/track/click?u=86d41ab7fa4c7c2c5d7210782&id=8d5e45e85b&e=8dd5f4b0fc>
- **View Briefing 049/10 PQS – Meeting the NHSmail Gateway Criterion:** <https://psnc.org.uk/services-commissioning/psnc-briefings-services-and-commissioning/psnc-briefing-049-19-pharmacy-quality-scheme-meeting-the-nhsmail-gateway-criterion/>
- **View Evidence Checklist:** <https://psnc.org.uk/services-commissioning/psnc-briefings-services-and-commissioning/psnc-briefing-060-19-pharmacy-quality-scheme-evidence-checklist/>
- **View Guidance for completing the PQS declaration:** <https://psnc.org.uk/wp-content/uploads/2020/01/PSNC-Briefing-004.20-Pharmacy-Quality-Scheme-Completing-your-declaration.pdf>
- **Submit your claim via MYS:** <https://services.nhsbsa.nhs.uk/nhs-prescription-services-submissions/login>
- **For a full list of resources view PSNC Briefing 059/19:** <https://psnc.org.uk/wp-content/uploads/2019/12/PSNC-Briefing-059.19-Pharmacy-Quality-Scheme-PSNC-resources-1.pdf>
- **Further PQS information is available at:** <https://psnc.org.uk/services-commissioning/pharmacy-quality-scheme/>

Contractors will be paid their PQS payment on **1st April 2020** (if they claimed within the required time period).

Action: check your Schedule of Payments to ensure you've received this payment.

Please Note: If you claimed an Aspiration Payment by 30th Nov 2019, then you will have received a payment in December 2019.

PSNC has published new guidance to assist community pharmacy contractors in completing the Data Security and Protection Toolkit for 2019/20. The Toolkit, used to make a pharmacy's information governance (IG) declaration, must be completed **by 31st March 2020** but it's recommended to do so as soon as possible.

We hope you all watched the webinar on Thursday 6th February, if not an online version is available at: ow.ly/ZWo730qgQI8

Learn more about completing the Toolkit at: ow.ly/4vFN50xFen3



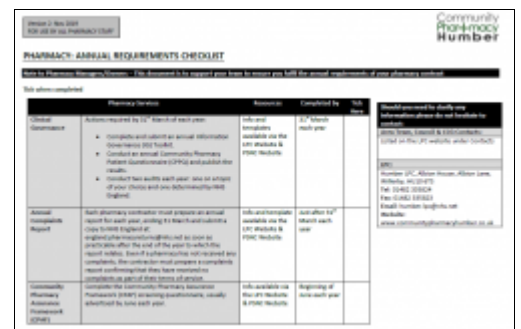
Topic	Requirements	By when?
Data Security and Protection (formerly IG) Toolkit	To complete and submit an annual Data Security and Protection Toolkit. PSNC Guidance: https://psnc.org.uk/contract-it/pharmacy-it/information-governance/	31 March 2020
Community Pharmacy Patient Questionnaire (CPPQ)	To conduct an annual CPPQ and publish the results. PSNC Guidance: https://psnc.org.uk/contract-it/essential-service-clinical-governance/cppq/	31 March 2020
Clinical audit	To conduct two audits each year: one on a topic of your choice and the nationally determined audit by NHS England: Antimicrobial stewardship PSNC Guidance: https://psnc.org.uk/our-news/national-clinical-audit-2019-20-antimicrobial-stewardship/	Pharmacy own audit deadline: 31 March 2020 National audit deadline – 31 March 2020

A fourth clinical governance requirement, whilst not due by 31 March, should be completed shortly afterwards and as such it is best to begin work towards achieving this alongside the requirements listed above.

Complaints report	To prepare an annual report each year and send a copy to the local NHS England team at: England.pharmacyreturns@nhs.net PSNC Guidance: https://psnc.org.uk/contract-it/essential-service-clinical-governance/complaints/	As soon as practicable after 31 March 2020
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The LPC have put together the following Checklist, which pharmacies can print out and check off as appropriate:

<https://communitypharmacyhumber.co.uk/wp-content/uploads/sites/22/2019/11/Pharmacy-Annual-Requirements-Checklist-pdf.pdf>



Reminder - Our domain name has changed to: www.communitypharmacyhumber.co.uk
Please update any saved links you have to this one

Community Pharmacy Contractual Framework (CPCF) - 1st April 2020 Requirements

From April 2020 the following will become part of your Terms of Service

Pharmacies must:	Quick link to our relevant info:
have a premises shared NHSmail account (in the format: nhspharmacy.location.pharmacynameODScode@nhs.net),	NHS Mail Info: http://psnc.org.uk/contract-it/pharmacy-it/nhs-mail/
have access to the NHS Summary Care Record (SCR),	SCR Info: https://psnc.org.uk/contract-it/pharmacy-it/electronic-health-records/summary-care-record-scr-home/
provide information for the NHS 111 Directory of Services (DoS),	DoS Info: https://psnc.org.uk/contract-it/pharmacy-it/databases-of-pharmacies-and-services/directory-of-services-
have an up to date pharmacy profile on NHS.UK,	NHS UK Info: http://psnc.org.uk/contract-it/pharmacy-it/nhs-website/
process electronic prescriptions,	EPS Info: http://psnc.org.uk/dispensing-supply/eps/
and have attained HLP Level 1 status [which requires a private consultation area]	HLP Info: https://communitypharmacyhumber.co.uk/resources-a-z/d-

Discussions are still ongoing with DHSC and NHSE&I on these requirements; PSNC will issue further information through their normal communication channels when available.

PSNC have issued the following summary of the five year deal and more information on the areas above can be found on the PSNC website. **PSNC Briefing 026/19: A Summary of the 5 Year Deal on the CPCF:**
[https://gallery.mailchimp.com/04c9e9f95db8d5de35ac78d94/files/506e6570-756e-415c-9ddf-62bbb8f27824/PSNC Briefing 026.19 A Summary of the Five Year Deal on the Community Pharmacy Contractual Framework.pdf](https://gallery.mailchimp.com/04c9e9f95db8d5de35ac78d94/files/506e6570-756e-415c-9ddf-62bbb8f27824/PSNC_Briefing_026.19_A_Summary_of_the_Five_Year_Deal_on_the_Community_Pharmacy_Contractual_Framework.pdf)

Version 2 of the CPCF Checklist is available at: <https://psnc.org.uk/wp-content/uploads/2020/01/PSNC-Briefing-001.20-CPCF-services-Important-dates-and-checklist-v2.pdf>

CPCS from 1st April 2020

Contractors must have IT equipment accessible within the consultation room to allow contemporaneous records of the consultations provided as part of this service to be made within the CPCS IT system.

Action: Ensure you now have IT equipment accessible within the consultation room.

Contractors who signed up for CPCS between the qualifying periods to receive the payment supplement, these payments of either £900 or £600 will be paid in the Schedule of Payments.

£900 on 31st January 2020 or £600 on 28th February 2020.

MURs from 1st April 2020

Contractors can provide a maximum of 100 MURs between 1st April 2020 and 31st March 2021.

Discussions are still ongoing with DHSC and NHSE&I on the target group requirements for these MURs; PSNC will issue further information through their normal communication channels when available.

Action: Start providing MURs as appropriate for 2020/21.

Area	PCN & Clinical Director	Rep Name	Rep Status	Pharmacy	ODS Code
ERoY CCG	Bridlington PCN (Dr Zoe Norris)	Jaya Authunuri	Main PCN Lead	West Hill Pharmacy, Bessingby Gate	FE310
		Raymond NGU Chu Leong	Deputy Lead	Boots Pharmacy, Field House	
ERoY CCG	Yorkshire Coast & Wolds PCN (Dr Matt De Hoest)	Joseph Crees	Main PCN Lead	Day Lewis Pharmacy, Hornsea	FD136
ERoY CCG	River & Wolds PCN (Dr Keith Richardson)	Owynn Baker	Main PCN Lead	Holme Pharmacy, Holme-on-Spalding Moor	FNL62
ERoY CCG	Harthill PCN (Dr Naomi Evans and Dr Sarah Coope)	Manuel Mestre Valdes	Main PCN Lead	Boots Pharmacy, North Ferriby	FNA15
ERoY CCG	Beverley PCN (Dr Colin Garnham)	Phil Kitching	Main PCN Lead	Hengate Pharmacy, Manor Rd	FND71
		Lisa Hamling	Deputy Lead	Hengate Pharmacy, Manor Rd	
ERoY CCG	Cygnets (Dr Jon Martin)	Jon Whitelam	Main PCN Lead	Boots Pharmacy, Howden	FE985
ERoY CCG	Holderness (Dr David Fitzsimons and Dr Steph Mason)	Pawel Stawicki	Main PCN Lead	Boots Pharmacy, 124 Queen St	FJM51
		Mike Stride	Deputy Lead	Boots Pharmacy, 94-96 Queen St	
Hull CCG	Modality (Dr Lily Dobson)	Neil Mowbray	Main PCN Lead	Day Lewis Pharmacy, Newland Ave	FH891
		Stephanie Bartlett	Deputy Lead	Brocklehurst Chemist, Hotham Rd South	
Hull CCG	Nexus (Dr Laura Balouch)	Katy Tennyson	Main PCN Lead	City Health Pharmacy, Goodwin Parade	FGL30
Hull CCG	Medicas (Dr Majid Abdulla)	Sarah Dalton	Main PCN Lead	City Health Pharmacy, Southbridge Rd	FQJ68
		Rui Guo	Deputy Lead	Morrill Pharmacy, Holderness Rd	
Hull CCG	Bevan (Dr Scot Richardson)	Scott Taylor	Main PCN Lead	Boots Pharmacy, North Point	FL087
		Emma Scarth	Deputy Lead	Boots Pharmacy, North Point	
Hull CCG	Symphonie (Dr Kanan Pande)	Sophie Green	Main PCN Lead	Bethune Avenune Pharmacy, Bethune Ave	FXG02
NL CCG	South Care Network PCN (Dr Hardik Gandhi (accountable CD) supported by Dr Andrew Lee)	Lisa McGowan	Main PCN Lead	Well Pharmacy, The Link, Scunthorpe	FNV54
		Muhammad Kashif Majeed	Deputy Lead	Morrisons Pharmacy, Scunthorpe	
NL CCG	West Care Network PCN (Dr Gary Armstrong)	Thomas Edwards	Main PCN Lead	Weldricks Pharmacy, 30 Church St, Haxey	FAQ38
NL CCG	East Care Network (Dr M S Modan)	Kate Knapik	Main PCN Lead	Whitworth Chemist, Brigg	FGR95
NEL CCG	Freshney Pellham (Dr Sean Chathley)	Cindy Sze Chi Tan	Main PCN Lead	Cohens Chemist, Grimsby	FA419
NEL CCG	Pancea-PCN1 (Dr Suds Allamsetty)	Elizabeth Newton	Main PCN Lead	Day Lewis Pharmacy, Cleethorpes	FD316
NEL CCG	Pegasus at Panacea (Dr Jeetan Raghvani)	Joe Brumby	Main PCN Lead	Boots Pharmacy, Cleethorpes	FX882
NEL CCG	Concorde (Dr Arun Nayyar)	John Banks	Main PCN Lead	Lloyds Pharmacy, Littlecoates Rd, Grimsby	FHE56
NEL CCG	Meridian Health Group (Dr Matt Tucker)	Beckie Davies	Main PCN Lead	Boots Pharmacy, Friargate, Grimsby	FD897

PCN One Pagers:

All pharmacies should have a copy of their PCN One Pagers as they were sent with the last Newsletter, any that have been updated since then have been resent via the gaggle groups; however we are still receiving emails asking for the PCN lead info (which is displayed on the one pagers).

As you know the email addresses included in the gaggle groups are pharmacies NHS shared mail addresses; therefore it is important that someone from the pharmacy checks the NHS shared mailbox regularly each day, not only for PCN updates but also other important updates including the Weekly Digest will also go the NHS shared mail address.

If you still need a copy after checking your NHS shared mailbox then please email the LPC at humber.lpc@nhs.net

Hull & ERoY Pharmacies

please contact:

Anthony Bryce

a.bryce@nhs.net

NL & NEL Pharmacies

please contact:

Karen Murden

karen.murden@nhs.net

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Please update any saved links you have to this one

Withdrawal of repeat prescription ordering by all dispensing contractors

All pharmacies should now be aware that all 4 CCGs in the Humber area (Hull, ERoY, N Lincs and NE Lincs) will be stopping pharmacies from ordering prescriptions on behalf of patients by 1st June 2020.

The LPC communicated a timeline of this change in the Weekly Digest which is available here: https://gallery.mailchimp.com/04c9e9f95db8d5de35ac78d94/files/8473a21b-9ead-44d0-9733-87d97f607073/Cessation_of_Managed_Repeats_and_Timeline_for_Pharmacy_Teams_final_9.1.20.pdf

We also organised three equivalent events in Grimsby, North Ferriby and Tickton aimed at assisting pharmacies in managing the change of responsibility for medication ordering back to patients. The events explored how to effectively manage the withdrawal process including:-

- How this will affect you and what changes you need to make
- How you can use this opportunity to reduce your workload
- How you can work together with your GP Practices to ensure patients that require assistance in the new system receive appropriate care

Thank you to all those who attended the events, we had some positive feedback that you went away with a greater understanding of the change and the ability to communicate this change effectively with patients and work jointly with your GP Practices.

For those pharmacies that didn't receive leaflets and posters at the events or did not attend an event, the CCG's will be making arrangements to deliver these to your pharmacies imminently along with the posters which can be displayed within your pharmacy. Patient leaflets will also be sent to GP Practices.

Communication with Patients/GPs

Once pharmacies and GPs have received the information and patient leaflets they can start to communicate with their patients and start to identify those who will still require assistance with their medication.

The message for patients (in the leaflets) will be that pharmacies can no longer order medication on their behalf from 1st April 2020, with 1st June 2020 being the Final deadline for pharmacies to stop ordering patient medication. This is to minimise risk due to Bank holidays in April/May, allow time for all patients to get used to the new system and spread out the workload for pharmacies and surgeries.

If you have any further queries or issues arise, please don't hesitate to contact the Medicine Optimisation Team on: NECSU.PrescribingQueries@nhs.net

Resources from the events are available here: <https://communitypharmacyhumber.co.uk/resources-a-z/q-z/repeat-ordering-by-pharmacy-changes-to-processes/>

Chief Officer of Humber LPC is retiring

Following 22 years of loyal service **Janet Clark**, Chief Officer of Humber LPC has taken the decision to retire.



Janet's last official date working for the LPC is 7 April 2020.

The LPC would like to sincerely thank Janet for her dedicated work to the Pharmacy Contractors and Committee and wish her well for her retirement.

With this in mind we now have an exciting opportunity to appoint a new CEO

If you are interested in this role, please see further details on the following link: <https://communitypharmacyhumber.co.uk/our-news/humber-lpc-are-recruiting-a-new-chief-executive-officer/>

Closing Date: **Friday 6th March 2020** Interview date: **Wednesday 25th March 2020** in Willerby, Hull.



Use of fax machines in the NHS - ceases 1st April 2020

The Department of Health and Social Care (DHSC) announced in December 2018 that NHS organisations and GP practices should have fax machines phased-out by April 2020. It is part of the Health and Social Care Secretary's tech vision, to modernise the health service and make it easier for organisations to use innovative technologies.

The following comms have been sent to GP practices from CCGs as we are moving closer to the final date for fax removal of 31st March 2020. Please ensure that your pharmacy has updated it's processes with regards to communicating with other health professionals/organisations and patients.

- GP practices will need to ensure that all providers are aware that fax machines will no longer be used from the above date.
- Check websites and letterheads etc .for fax number to amend as appropriate. Patients identifiable details should no longer be faxed between people/organisations.
- Where possible, it would be useful to include the details of a secure email address where requests can be redirected. We would recommend that a single generic email address is provided where possible.
- The acute trusts should be ready to share generic email addresses with GP practices in the near future.
- We are also looking to collate a list of secure care home email contacts to be shared with you prior to the end of March.
- If there are any providers/organisations who are still frequently sending faxes to you, it would be appreciated if you could please share the details with us so that we can contact them to find an alternative method of contact (not including acute trusts as we know that they are in the process of making the required changes). E-mail: humber.lpc@nhs.net
- We have also been made aware of some instances where GP practices are receiving correspondence via secure email but also receiving the same documents by post. If we can identify where this is occurring, we can look to reduce the levels of post coming into practices where we can. Pharmacies should not be sending by secure mail and duplicating by hard copy.

Please read the PSNC update below to see what alternative methods of communication could be used:

<https://psnc.org.uk/contract-it/pharmacy-it/communications-across-healthcare-it/use-of-fax-machines-in-the-nhs/>

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Please update any saved links you have to this one

Submit your declaration for the Pharmacy Quality Scheme

Submit your claim via MYS by 11.59pm on 28th February 2020:
<https://services.nhsbsa.nhs.uk/nhs-prescription-services-submissions/login>

Contractors will be paid their PQS payment on 1st April 2020 (if they claimed within the required time period). Remember to check your payment schedule.



Pharmacy Quality Scheme Dates for the Diary	
Submit your PQS Claim via MYS	9am 3rd Feb 2020 - 11:59pm 28th Feb 2020
Deadline to meet the Sugar Sweetened Beverage Quality Criterion (if not already met)	31st Mar 2020
Contractors will be paid their PQS payment (if claimed within the required time period)	1st Apr 2020

Pharmacy Representation Review - Contractor Survey

As you may be aware the PSNC and LPC have initiated an independent review of their structure, representation and support roles. The aim of the review is to ensure that PSNC and LPC continue to provide value to contractors and where appropriate enhance this further.

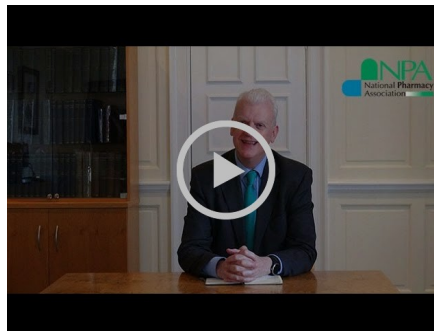
We would be very grateful if all **independent** pharmacies could find time to complete this survey before it closes on 29th February 2020.

CCA and AIMp are organising completion with their contractors which includes [CCA] Asda, Boots, Lloyds, Morrisons, Rowlands, Superdrug, Tesco & Well - [AIMp] Day Lewis, Cohens, Birkwood/Chelmsford Pharmacy, Lincolnshire Co-op & Weldricks. Please ask your HQ how you can contribute.

Click the link to the contractor survey to provide your views on the PSNC and LPC and inform the final review report: <https://uea.onlinesurveys.ac.uk/pharmacy-representation-review-contractor-survey-final>

Watch the Video

A video is available which highlights the importance of contractors contributing to the Review and is a strong call to encourage participation by all pharmacies.



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NEXT LPC COMMITTEE MEETING

Wed 4th March 2020
Venue: Mercure, Grange Park, Willerby
Time: TBC

All contractors and interested parties are welcome to join the open and strategy session of LPC meetings.

Please see our website for details: <https://communitypharmacyhumber.co.uk/lpc-meetings-and-events/lpc-meeting-dates/next-lpc-meeting/>

Please remember to submit your MUR/NMS information within 10 working days from the last day of **March**, June, September, December. Visit NHS BSA:

<https://www.nhsbsa.nhs.uk/pharmacies-gp-practices-and-appliance-contractors/dispensing-contractors-information/medicines-use>

Data is publicised; therefore submit on time and keep your submission email as evidence.



Want to receive the LPC Weekly Digest on another email address?

Sign up via our homepage at:
www.communitypharmacyhumber.co.uk

Remember the digest is also posted to our Website, Facebook and Twitter pages - follow us and read the digest at your leisure.

Training Calendar 2020



Courses relating to the new pharmacy contract can be found here: <https://www.virtualoutcomes.co.uk/pharmacy-training/training-calendar/new-pharmacy-contract/>

To download the VirtualOutcomes Easy Guide click here: <https://www.virtualoutcomes.co.uk/wp-content/uploads/2020/01/VirtualOutcomes-Login-Easy-Guide-May-19.pdf>

Not sure how to record all the training completed by the pharmacy team? Then click here: <https://www.virtualoutcomes.co.uk/wp-content/uploads/2020/01/VirtualOutcomes-Login-Easy-Guide-May-19.pdf> to download the FREE VirtualOutcomes Continuing Professional Development (CPD) tracker.

2020 Courses

Courses in **green** are to support the NHS England contractual Public Health Campaigns.

The 2020 training calendar is released and over the course of the year all courses will be delivered to support community pharmacy.

New Contract

- All pilots
- Medicines Reconciliation Service (TCAM)
- Hep C Screening
- NHS CPCS – Pharmacist Skills
 - Red Flags
 - NICE CKS
 - For example rashes, sore throat, back pain
 - Consultation Skills



Pharmacy Quality Scheme 2020-21

NHS Flu update 2020-21

Compliance Aids – First part of our freeing up capacity in pharmacy library

- How to assess patients
- Making the right reasonable adjustment when the patient has a long-term disability
- How to safely stop supplying a compliance aid to existing patients

Public Health Campaigns

- Six courses

Health Promotion

- Breast Cancer
- Prostate Cancer
- Shingles

National Clinical Audit



Online Training for Community Pharmacy Teams

